

# Cancellation Policy

We value our clients and aim to provide the best service possible. To ensure smooth scheduling for all, please review our cancellation policy:

- **Cancellations & Rescheduling:** Clients must cancel or reschedule at least **48 hours before** the scheduled appointment to avoid any fees.
- **Late Cancellations:** Cancellations made within **48 hours** of the appointment will incur a **20% cancellation fee** of the total service cost.
- **No-Shows:** If a client fails to show up for a scheduled service without prior notice, the **full service amount** will be charged.
- **Emergency Cancellations:** We understand that emergencies happen. If you have an urgent situation, please contact us as soon as possible to discuss options.

To cancel or reschedule, please reach out to us at **817-918-5937** or **info@kleenerr.com**. Thank you for your understanding and cooperation!